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Waste Hauler Training

Welcome to the Disposal Reporting System Waste Hauler Training module.

We recommend the waste hauler manager review this training first to determine how it meets your organization's needs. Your manager should determine the necessary training portions of this module that best fit your operation and that will be most beneficial for your employees.

Employee training is required on the Disposal Reporting System (referred to throughout this presentation as the DRS), which includes an overview of the DRS and each type of employee's DRS responsibilities. This web-based guide is intended to help you meet the required training responsibilities and can be integrated with your company's training information. This module focuses on each type of employee's DRS responsibilities according to the regulations.

This training only presents the minimum state requirements. Your company procedures or locally required procedures must be equal to or exceed state DRS requirements. This training module is not intended to provide a comprehensive Disposal Reporting System training program that incorporates every company's procedures and/or local government requirements.

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Who is a Waste Hauler?



Before we begin the waste hauler training module we need to first define who we mean when we refer to “waste haulers”.

A waste hauler is anyone who hauls waste to a landfill or transfer station. One example is a resident taking their trash to the landfill or transfer station. This resident is a self-hauler who would generally conduct a cash transaction.



Landscapers, roofers, or contractors hauling waste from their businesses to solid waste facilities are also waste haulers. These waste haulers are referred to as self-haulers because they haul their own trash to the landfill. These self-haulers may either have an account at the solid waste facility or pay cash each time they dump a load.



Waste disposal companies, publicly and privately owned, charge residents and businesses a fee to haul their trash to a landfill or transfer station.

For purposes of the DRS, this type of waste hauler is a public contract hauler, since they have a contract to collect and haul waste from residents and businesses.

Generally, public contract haulers have accounts with waste facilities, but a few small hauling companies may pay cash for their loads.

This DRS training will focus on public contract haulers.

It is extremely important that public contract haulers provide accurate origin information on where the waste is from (via the driver or directly from the company office) because the entire Disposal Reporting System is based on that information.

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DRS Tasks and
Who Does Them?



In a waste hauling business there may be one or several individuals responsible for DRS tasks. Because of this, we have identified the major tasks for disposal reporting and the types of personnel who may be responsible for them.

Of course, every hauling business is different and local government requirements vary. So personnel and duties may be different than presented in this training module.

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DRS Tasks and Who Does Them?

<u>Task</u>	<u>Who</u>
1. Waste origin surveys	Driver, Dispatcher, Report Preparer, Management

A critical task of the DRS is determining where the waste is from.

Waste origin surveys are a process for identifying and recording where the waste comes from.

Haulers are required to identify the city or county where the waste is from during the survey period.

The survey data is used to determine the amount of waste to allocate to each city and county for the entire quarter.

The DRS depends on the information that comes out of this survey, so its accuracy is crucial to the accuracy of the whole system.

All employees involved in the DRS need to understand that determining where the waste is from is important.

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DRS Tasks and Who Does Them?

<u>Task</u>	<u>Who</u>
1. Waste origin surveys	Driver, Dispatcher, Report Preparer, Management
2. Employee training	Management

Well-trained employees need to know not only what their jobs require them to do, but also why. This will enable employees and managers to work more efficiently and to be more effective in their DRS tasks.

The manager is responsible for making sure all employees are trained in correctly performing the DRS duties they are assigned. This web-based guide may be used to aid in meeting the required training responsibilities.

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DRS Tasks and Who Does Them?

<u>Task</u>	<u>Who</u>
1. Waste origin surveys	Driver, Dispatcher, Report Preparer, Management
2. Employee training	Management
3. Disposal records/ Export reports	Management, Report Preparer

Record keeping and reporting are essential in DRS to maintain accurate information on what waste is from each city and county.

Record keeping and reporting responsibilities may be the job of a report preparer or management.

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DRS Tasks and Who Does Them?

<u>Task</u>	<u>Who</u>
1. Waste origin surveys	Driver, Dispatcher, Report Preparer, Management
2. Employee training	Management
3. Disposal records / Export reports	Management, Report Preparer
4. Non-compliance process	Management

Handling non-compliance activities falls under management's responsibilities.

Compliance activities may involve the review of hauling company records by affected parties or Board staff.

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Waste Origin Surveys



We will begin with the most critical DRS task – determining the city or county the waste is from.

A waste origin survey is the method used to obtain information on where the waste is from.

It is the most important element of the DRS for cities and counties because it is used to show if they have met the 50 percent diversion rate.

So accurate origin information is vital to cities and counties.

Haulers, together with facility operators, play a key role in obtaining the most accurate information possible.

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Waste Origin Surveys

- Method used to obtain city/county origin of waste
- Hauler gives operator origin information of waste loads
- Operator obtains weight of waste loads
- Information used to estimate amount of waste each city and county disposes

When a waste origin survey is underway, landfill, transfer station, and waste-to-energy gatehouse staff collects information from drivers on where each load was picked up.

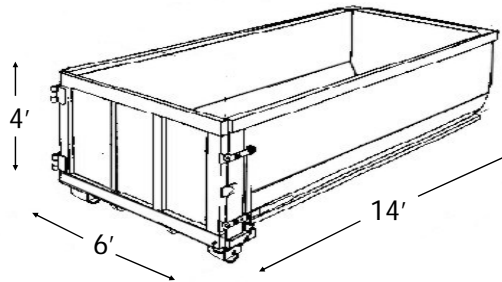
Waste facility staff also obtains the weight of each load using scales or by estimating the weight based on volume conversion factors.

This information is used to estimate the amount of waste each city and county disposes at waste facilities, which will then be used by each city and county to determine their diversion rate.

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How Often Are Surveys Done?

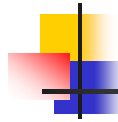
- Daily for:
 - Every compacted load
 - Every uncompacted load greater than 12 cubic yards
- For example:



At landfills, transfer stations and waste-to-energy facilities, waste origin information is obtained every day for every compacted load and for every uncompacted load larger than 12 cubic yards.

For reference purposes, this slide shows a 12 cubic yard bin with approximate dimensions of 14 feet long by 6 feet wide by 4 feet high.

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How Often Are Surveys Done?

- Daily for:
 - Every compacted load
 - Every uncompacted load greater than 12 cubic yards
- One week per quarter (minimum) for uncompacted loads of 12 cubic yards or less

For small vehicles hauling uncompacted loads of 12 cubic yards or less, the origin survey may consist of a one week period per quarter.

The standard one-week per quarter survey is the minimum requirement, but additional surveying requirements may be in effect due to local ordinances or company policies.

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How Often Are Surveys Done?

- Daily for:
 - Every compacted load
 - Every uncompacted load greater than 12 cubic yards
- One week per quarter (minimum) for uncompacted loads of 12 cubic yards or less
- No survey needed for facilities authorized to assign waste to only one city or county or regional agency

Transfer stations, landfills and waste-to-energy facilities receiving waste from a single city, county or regional agency that are authorized to allocate all the waste to one city or one county do not need to conduct surveys to determine where the waste is from.

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How Often Are Surveys Done?

- Daily for:
 - Every compacted load
 - Every uncompacted load greater than 12 cubic yards
- One week per quarter for uncompacted loads of 12 cubic yards or less
- No survey needed for facilities taking waste from only one city or county or regional agency
- One week per quarter for all loads at rural facilities
 - For CIWMB assistance, contact CIWMB staff at WasteLine@ciwmb.ca.gov or (916) 341-6675

In rural areas, the survey to determine where the waste is from may consist of a one week period per quarter for all loads.

Again, the one-week per quarter survey is only the minimum requirement and additional surveying requirements may be in effect due to local ordinances or company policies.

If you need assistance to determine if an area is rural, please contact CIWMB staff at WasteLine@ciwmb.ca.gov or (916) 341-6675.

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What Happens During a Waste Origin Survey?

- Driver arrives at gatehouse with load of waste
- Gatehouse staff asks the driver where the waste is from (unless other arrangements are made in advance)
- Driver provides gatehouse staff with the name of the city(ies) and/or county(ies) where the waste is from

What happens during a waste origin survey? Here is a typical example where the driver has the information.

1. As the driver pulls up to the facility's gatehouse, he/she may see signs explaining that the gatehouse staff will be asking for the city or county where the waste comes from.
2. The gatehouse staff should ask about the waste in the load, i.e., what type of waste is in the load and where the waste is from.
3. The driver needs to be prepared to give the attendant the name of the city(ies) and/or county(ies) where the waste was collected.
4. The attendant might give the driver a receipt that lists where the waste is from. The driver should check to see if the information is correct.



If arrangements have been made with the disposal facility ahead of time, origin information may be sent directly from hauling company offices. The hauling company must supply information on where the waste is from within 2 weeks of the end of each quarter.

This picture shows typical signs found at facility entrances. The driver should be aware of the company's policy and what their role is for providing waste origin information to the facility.

Accurate waste origin information is essential to the Disposal Reporting System. Whether provided by the driver or from the company offices, the information on where the waste is from needs to be based on hauling company records.

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Accurate Origin Information

- Be sure to give information on where the waste came from and not where the driver is from
- Be clear when referring to cities and counties that have the same name
 - incorporated city or unincorporated county?
- Information on city limits or county lines should be based on company records

In providing accurate information, the driver and hauling company should make sure to provide:

1. The name of the city or county where the waste is from; not where the driver is from or where his company office is located. Drivers may not be from the same city or county that the waste is from.
2. Cities and counties with the same names may confuse gatehouse staff and drivers alike. For instance, Los Angeles (the city), Los Angeles (the county); San Joaquin (the county) and San Joaquin (the city located in Fresno County). The driver should clarify which incorporated city or unincorporated county the gatehouse staff should record as the waste origin.
3. City and county boundaries may be hard to figure out, especially in highly populated areas like Los Angeles County. When in doubt, refer to company records.

Unfortunately, zip codes cross city and county lines so they should not be used to assign where the waste is from.

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How to Identify Waste Origin

- Single city/ county loads
 - All waste from 1 jurisdiction
- Mixed city/ county loads
 - From multiple jurisdictions

In reporting where the waste is from, the hauler will need to consider whether the waste loads are from one or several cities or counties.

If the waste the driver delivers is from only one city or if it comes only from the unincorporated area of the county, the driver would simply tell the gatehouse staff the name of the city or the unincorporated county area.

If the waste the driver delivers is from more than one city or county, the driver must provide the gatehouse staff with an estimate of the tons of waste from each, or the part of the waste from each city and county.

Origin information on where the waste is from for all loads, single or mixed, should be based on company routing or billing records. This usually comes from the hauling company office and not the driver.

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How To Estimate Origin for Mixed Load Waste

- Number of bins emptied (for similar sized bins)
 - City X has 25 bins = 25% allocation
 - City Y has 75 bins = 75% allocation
- Total capacity of bins emptied
 - City X total is 2 cu yd = 20% allocation
 - City Y total is 8 cu yd = 80% allocation

The law requires the hauler to use a reasonable method to estimate waste from each city and unincorporated county. Estimates must be based on a company's records (routes, billing information, etc.). The records must document the estimate.

There are several methods a hauling company may use to determine the allocation for mixed loads of waste:

One method is to use the total number of bins emptied in each city or unincorporated county (for similar sized bins).

For example: If City X has 25 bins and City Y has 75 bins then 25% of the waste load belongs to City X and 75% belongs to City Y

Another method is to use bin capacity information.

For example: If City X has 2 cu yd and City Y has 8 cu. yds. of capacity, then 20% of the waste load belongs to City X and 80% belongs to City Y

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How To Estimate Origin for Mixed Load Waste

- Actual tons collected
 - Single jurisdiction routes
 - Use of onboard scales
 - Use of Global Positioning System (GPS) tracking systems
- Include adjustments for documented density differences, if applicable

A third method would be to use the actual waste tons collected in each city or unincorporated county. Here are two practices being used to determine actual tonnage:

One, some companies have revised routes so that there are no mixed loads and the tonnage can be allocated to a single jurisdiction. And some jurisdictions have made this a contractual requirement for their hauling companies.

Two, some companies now use onboard weight scales so that each load can be weighed individually for billing purposes which then provides more accurate data for determining how many tons to assign to a city or county.

And new Global Positioning System (GPS) technology has now been implemented in some fleets which has the potential of providing more accurate information on where the waste is from.

No matter what method is used, adjustments for waste density differences should be included, if applicable. For example, some studies have shown the density of the waste in one city or county is significantly different from the waste density in another city or county due to the different types of wastes being collected.

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Waste Loads Hauler Must be Prepared to Identify by Origin:

- Green waste
 - (tree trimmings/grass clippings, etc.)
- Wood and concrete debris
 - from construction and demolition projects
- Non-hazardous designated wastes
 - (e.g., sludge, contaminated soil, ash, auto shredder fluff, that are required to be disposed)
- Disaster Waste
 - from earthquakes, floods, or other declared disasters
- Imported Waste
 - coming from outside California or from inside Indian Country

Some loads delivered to the facility may contain wastes that may be used and not disposed by the operator or that may be excluded from counting in a city's or county's disposal amounts. Tracking these loads can assist a city or county in achieving a higher diversion rate.

If the gatehouse staff asks, the driver should be prepared to state (or have the hauling company provide) the city or county of origin for every load on certain types of waste. Usually this is for loads of separated materials which include:

1. Green waste materials such as tree trimmings and grass clippings
2. Wood and concrete from construction or demolition jobs
3. Ash, auto shredder fluff, contaminated soil or other "designated" wastes
4. Disaster waste from disasters such as earthquakes, fires or explosions
5. Imported waste loads that have come from outside of California or from Indian Country

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Green Waste



Grass and tree trimmings and other green material might be sent to composting operations, or they might be reused at a landfill and not be disposed.

For example, operators may decide to use green waste in place of soil to cover exposed waste, if approved for such use. This is known as alternative cover material and is considered recycling.

Cities and counties can get diversion credit for this use, so it is important to know which city or county it came from.

If a hauling company is tracking a city's or county's diverted materials, it should not be assumed that all green waste loads delivered count as diversion. Some green waste materials might be disposed if the landfill receives more than it can use or if contaminants are found in the load.

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Construction & Demolition Waste



Construction and demolition debris might be sent out to be reused or might be reused at a landfill.

For example, landfill operators may use construction and demolition waste to help build up roads around the landfill.

This is considered a recycling activity, so it is important to know which city or county it came from so that cities and counties can receive diversion credits for these uses.

If a hauling company is tracking a city's or county's diverted materials, it should not be assumed that all construction and demolition loads delivered count as diversion. Some construction and demolition materials might be disposed if the landfill receives more than it can use or if contaminants are found in the load.

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Designated Waste



Some designated waste materials must be disposed by law. Since some of these materials may not be able to be recycled, cities and counties may be able to subtract these materials from counting in their disposal amounts.

In order for cities and counties to be able to subtract the tons, it is important to know where the designated waste came from.

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Disaster Waste



Disaster waste resulting from earthquakes, fires or other natural catastrophes may be subtracted from cities' and counties' disposal tons, if the disaster has been declared a federal, state or local disaster.

In order for cities and counties to be able to subtract the tons, it is important to know where the disaster waste came from.

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Imported Waste

- Waste imported from out of California
- Waste from Indian lands within California
- Hauler provides origin information
 - State, Country or Indian Country

The hauler needs to identify each load of waste imported from outside of California or coming from Indian lands within California.

The driver will provide this information to the gate attendant at the time of delivery unless there is a prior agreement between the hauling company and facility to provide this information in another way.

The hauler needs to name the state, country (such as Mexico), or Indian Country that the waste load came from.

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Exported Wastes & Reporting Requirements

- Quarterly report to counties on waste exported from California
- Export report due dates:
 - June 15 1st quarter
 - September 15 2nd quarter
 - December 15 3rd quarter
 - March 15 4th quarter
- Send export report copy to city or county, if requested

Exported waste is waste sent out of California to another state or to another country. Exported wastes also include any wastes sent to Indian lands within California for disposal.

The only report a hauling company has to prepare is the export report. Export reports are separate from information provided to transfer stations, landfills and waste-to-energy facilities.

Each quarter, a public contract hauler who exports waste from California, must prepare a report on the exported waste. Tons of waste exported do count as disposal for cities and counties unless they show it was recycled or composted.

The export report must contain the number of tons sent from each city and county, and the name of the disposal site and the state, country or Indian country the waste was sent.

The export report must be sent to each county where the waste was collected. Export reports are due June 15 for the first quarter, September 15 for the second quarter, December 15 for the third quarter, and March 15 for the fourth quarter of the previous year.

The hauler must also send a copy of the quarterly export report to each city or county that requests it.

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Employee Training

- Employee training on staff's DRS responsibilities

The hauling company management is required to train all applicable employees.

An important part of the disposal reporting system is getting the most accurate disposal information so that cities and counties can accurately calculate their diversion rates.

To limit concerns about accuracy of information due to staff turnover or lack of training all staff must be trained on their responsibilities in the Disposal Reporting System.

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Types of Hauler Records that Must be Kept

- Disposal records
 - All methods and calculations used
 - Quarterly Disposal Records (by origin)
- Export reports

The hauler must keep and maintain records on:

1. Disposal records, including all information, methods, and calculations used in disposal reporting.
2. Quarterly records to verify waste origin of loads.
3. Records of waste exported out of California.

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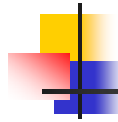
Disposal Records

- Must be kept for 3 years
- Documentation to verify city and county allocations, for example:
 - Route/billing information
 - Multi-part tickets
 - Electronic data files

The hauling company must maintain disposal records for a minimum of three years.

Documentation must be maintained that verifies waste assigned to each city and county. For example, the hauling company should have route or billing information and might also have copies of multi-part tickets or electronic data files.

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Records Inspection/Review

- Hauling companies must allow representatives of city, county, operator & CIWMB to inspect records
- Hauling companies and operators can only inspect records relating to their own operations
- Hauling companies must respond to written requests within 10 days
 - No more than 14 additional days (if necessary)
 - Fees may be charged to cover cost of copies
 - Hauling company may request CIWMB to determine proprietary information review

When an authorized representative—city, county, operator, or the Board, requests to inspect records, the hauling company must make records available for inspection. Hauling companies and operators are allowed access only to the records relating to their own operations.

The hauling company has to respond to a request to review records within 10 days. If more time is needed to make the records available, the hauling company has up to 14 additional days to do this, unless the requestor agrees to a longer time period. The same time frames apply to when copies of records are requested. The charge for copying records may not exceed ten cents per page, unless local ordinances require a certain fee.

If the hauling company believes the request includes confidential or proprietary information, then the CIWMB should be informed. The CIWMB will then determine which records or parts of the records may be inspected.

Requests for clarification regarding records must be specific and in writing. For example, a jurisdiction might send a letter requesting documentation on disaster waste loads that the hauling company allocated to the jurisdiction for the 6 months following the disaster. The hauling company must respond to such a request within 10 days.

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Potential Compliance Issues

- Record keeping
- Access to records
- Origin information
- Export information
- Information not submitted (or not submitted in timely manner)

Types of Compliance issues that could arise include:

1. Insufficient record keeping: Failure to keep records and maintain them for three years is a potential compliance issue.
2. Inadequate access to records for inspection: Without access to the data in the disposal records, the affected parties would not be able to investigate the accuracy of the disposal information.
3. Inaccurate information on where the waste is from: Information on where the waste is from must be used by cities and unincorporated counties to determine their diversion rate compliance with the law. For example, failure to provide export information may lead to inaccurate waste disposal information.
4. Information that is necessary to assess accuracy of the origin information must be submitted in a timely manner. Failure to do so could lead to inaccuracies in the data.

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Process for Non-Compliance

- Cities, counties, operators, haulers may file written complaints of non-compliance Counties will compile complaints quarterly and submit to the CIWMB
- CIWMB may investigate complaints and resolve them if possible
- If CIWMB determines there is non-compliance, it may publish information on non-compliance and notify affected cities and counties

Cities, counties, operators and hauling companies may make written complaints of non-compliance.

Counties will compile complaints quarterly and submit them to the CIWMB. The CIWMB may investigate complaints of non-compliance to records requests and may review all information, methods and calculations. If the CIWMB determines information is inaccurate, the CIWMB may require corrected information.

If CIWMB determines there is non-compliance, it may publish information on non-compliance on the CIWMB's website and notify affected cities and counties. Also, CIWMB may consider hauling company non-compliance in an agenda item at a board meeting.



This concludes the hauler training module. Thank you for your participation.

For more information please refer to:

- 1) The Disposal Reporting System regulations available at <http://www.ciwmb.ca.gov/Regulations/Title14/ch9a92.htm>,
- 2) Disposal Reporting System homepage available at <http://www.ciwmb.ca.gov/lgcentral/DRS/> or
- 3) Contact WasteLine, the California Integrated Waste Management Board's information clearinghouse for waste disposal, diversion, and generation data questions available at WasteLine@ciwmb.ca.gov or (916) 341-6675.